

# Call for Abstracts: Primary Research or Experience

## Fifth International HRO Workshop

### Chicago, Illinois

### May 21-23, 2012

The Scientific Committee for the Fifth International HRO Workshop welcomes the submission of abstracts of original contributions from *Primary Research or Experience*. The Scientific Committee takes a broad view of high reliability to include solutions from technology, social interactions, and human performance that reduce the consequences of error in systems as they develop or occur in complex situations or environments. We invite submissions covering a broad range of solutions and experiences. The conference brings together academic, industry, and government professionals who work at the operational, management, and executive level of organizations in numerous fields.

Primary research submissions should be original scholarly research on the codification, implementation, or practical application of the principles of high reliability to increase the performance and reliability of organizations.

Primary experience refers to the experiences of practitioners who have learned methods to implement high reliability or have personally applied HRO principles to their work or organization. *Failure is as significant as success*. We invite submissions investigating what did not work. Please share these failures to advance the discussion of what works, what doesn't, and what are the circumstances that surround success or failure. We use a structured format to facilitate translation between industries and discussion at an academic level. To assist novice applicants, a facilitator will review papers and attend discussions to help translate the author's experience into the terminology of HRO.

In the field of high reliability and uncommon events, sufficient experience to create a statistically significant body of knowledge will not happen as each crisis is unique with its own confounding variables preventing comparison. We learn, instead, from shared experiences. However, without a common frame to present these stories they become lost in slang, jargon, and anecdote making it difficult to share lessons learned across industries.

Structured presentations can convert case histories, anecdotes, and war stories into lessons that can be learned across industries. What differentiates the educational case history or case report from an interesting anecdote is how it fits into the context of our knowledge and how it advances learning. If you use or have identified a principle that advances the use of high reliability we solicit your experience. Information for submission is on the website [www.High-Reliability.Org](http://www.High-Reliability.Org)

Topics of interest include, but are not limited to, the following:

- Sense making during uncertainty or the unexpected;
- Decision making, error identification, and error management;
- How the individual responds to hazards or time dependent situations;
- Structure of the organization that facilitates human performance and social interactions;
- Technological advances that increase safety through social systems.

A good paper will:

- Describe an interesting, compelling situation in the use of High Reliability;
- Demonstrate the practicality and benefits of the solution;
- Draw appropriate conclusions;
- Clearly describe the author's experience; and
- Clearly articulate the advances this paper contributes to the field of High Reliability Organizing.

### Instructions for Submission

- Abstracts may only be submitted via email to this website: [www.High-Reliability.Org](http://www.High-Reliability.Org)
- All abstracts must be submitted and presented in **English**. Please use American or UK English spelling and have your abstract proofread for grammar and understanding.
- Abstracts should contain only **original material**.
- All abbreviations must be defined the first time they appear in your text before being used as an abbreviation only. Example: High Reliability Organization (HRO). Do not define or use abbreviations in the title.
- Tables, charts or other graphics may **not** be included and will be deleted by the editors.
- Abstracts, for the purpose of submission and review, may not be longer than **700 words** excluding title and authors. For primary experience limit the abstract to one principle.
- There will be an opportunity for poster presentation in lieu of oral presentation.

After having submitted your abstract, you will receive a confirmation of receipt by e-mail.

If an abstract is accepted, one author must attend the workshop and present it in person. Acceptance of the abstract implies payment of the registration fee by the presenting author.

All presentations will be oral presentations with 15 minutes allotted to include 10 minutes for presentation and 5 minutes for panel and audience questions and comments.

If your research has been granted any commercial or institutional support, please **disclose** this during the submission process. Please prepare a one sentence statement for this purpose.

**Notification:** Authors will be notified of acceptance by 1 April 2012 by email.

**Publication:** Accepted abstracts will be published on the website [www.High-Reliability.Org](http://www.High-Reliability.Org)

### Format

We are searching for concrete translations of HRO concepts to practical actions in real life. Primary research papers will follow the standard academic format of **Hypothesis, Methods and Materials, Results, and Conclusion**. Guidance for primary experience is below.

Please structure your abstract using the following headings:

**Title**

## **Authors**

### **Author Affiliations**

## **Principle**

### **Situation**

### **Methods of implementation**

### **Results**

### **Conclusion**

**Principle:** Identify a single principle or basic concept used. Examples of principles include collaboration, trust, information flow, communication, relationships, threat response, hazard identification, or decision making. Select a profitable subject and explain it clearly with exactness.

**Situation:** This can be from the external environment or within the organization. Perhaps you had an experience that would help others. Establish the setting that you are working in and addressing. This is the “where” and “when” of your paper. Also tell us “who” is involved, whether executive level, managers, or operations personnel. Tell us the “what” of the desire state you wanted to reach; tell us what you wanted to see happen. Have three or four main points, but be sure they all refer to the one main purpose you want to share.

**Methods of implementation:** What did you do, how did you do it? Tell us “how” you were going from the “where” and “when” to the “what”. Be sure they can use the information you give them. Be practical.

**Results:** Include obstructions you experience and what actions you took. Be basic. Assume your audience knows nothing about your subject. Don’t just tell them the conclusion, but methodically and precisely explain each step that leads to your conclusion. What happened as a result of what you did? Why is this important?

**Conclusion:** This states the one thing you learned and that you want the audience to take away from your presentation. Did you do or say what you said you would?

The presentation should lead logically to the conclusion. At your presentation the conclusion can summarize the purpose and main points.

## **Primary Experience Author Guidelines and Assistance**

We seek to identify *principles* that cross organizations such as trust, creativity, or methods of communication. A principle refers to a rule, law, or doctrine that represents a general, fundamental truth.

We also seek to identify the *basics* that are taught to the novice in organizations. Basics are the fundamental starting points that give the foundation for growth in the organization and the environment where the novice will work.

Come help us identify basics and principles by presenting your experience in the field of high reliability organizing.

How can we present our experience to those in similar fields or differing fields in a way that identifies the underlying principle or a basic concept that we all will benefit from teaching? For discussion at the conference we will present one principle or basic concept at a time. Each presentation should be articulate, objective, and succinct. Articulate descriptions logically relate all parts to other distinct parts for a coherent whole that fully expresses thought and context. Objective information has little or no influence from one's interpretations, prejudices, or intuitions. Succinct descriptions use few words without changing the information.

The first rule of success is to have a goal. Pick one main point. Make it simple, useful, purposeful. Aim that one point straight from your heart to the hearts and minds of your friends in the audience. Don't lose sight of that goal. Know where you are going when you start and never deviate from that point. Don't just wander through a story.

Pare the subject down to the core (your one purpose). Omit all unnecessary ideas, thoughts and wanderings. Use only the essential elements needed to get across the subject. Draw everything you are going to say toward one point, like iron filings to a magnet. *Make simplicity* your guide-word. Ask yourself concerning each point: Is this point necessary? Is it in the right order? Will everyone understand this? Is there a simpler way to say it? Is it plain?